

TELEHEALTH READINESS ASSESSMENT TOOL

USER GUIDE

March 2020

Introduction

This guide overviews the Telehealth Readiness Assessment (TRA) Tool and helps users understand how to complete the interactive version online. Screenshots are provided along with green arrows indicating points of reference in each of the four sections of the TRA Tool

- Launch the TRA Tool
- Complete the practice self-assessment questionnaire
- View your results
- View supporting guidance and other telehealth resources

About the Online TRA Tool

The TRA Tool is designed to help ambulatory practices determine their readiness for implementing or scaling telehealth services. The tool also provides guidance and resources to improve readiness in five key areas (or “telehealth readiness concepts”):

- Core Readiness
- Financial Considerations
- Operations
- Staff Engagement
- Patient Readiness

Five Telehealth Readiness Concepts

- 1. Core Readiness** - To what extent has your practice considered the need for telehealth, the benefits of telehealth and the challenges associated with implementing it?
- 2. Financial Considerations** - Does your practice have realistic expectations for the financial implementations of telehealth including initial costs, sustainability, liability insurance, and reimbursement procedures?
- 3. Operations** - Has the practice considered how telehealth will impact operations, and is the practice able and willing to make appropriate changes?
- 4. Staff Engagement** - Is the practice team interested and engaged in implementing telehealth?
- 5. Patient Readiness** - Are practice patients ready for and interested in telehealth?

Launch the TRA Tool

- Go to:
mhcctelehealthtool.herokuapp.com
- The home page offers background information and a button to launch the questionnaire

The screenshot shows the website interface for the Telehealth Readiness Assessment (TRA) tool. At the top left is the logo for the Maryland Health Care Commission (MHCC), which includes a star and the letters 'MHCC' with 'MARYLAND HEALTH CARE COMMISSION' written below. To the right of the logo are four navigation links: 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. The main content area has a white background. The first section is titled 'What is the Telehealth Readiness Assessment Tool?' in bold black text. Below this title is a paragraph: 'The Telehealth Readiness Assessment (TRA) tool allows small physician practices to determine their readiness for implementing or scaling up a telehealth project. The tool also provides guidance and resources to improve readiness in key areas.' Below the paragraph is a large green arrow pointing to the right, and a dark blue button with white text that says 'Launch the Tool'. The second section is titled 'About the Telehealth Readiness Assessment Tool' in bold black text. Below this title is a paragraph: 'As a result of lessons learned from telehealth demonstration projects and discussions with telehealth leaders in Maryland, a need was identified for an assessment tool to help practices understand barriers, facilitators, patient and environmental factors associated with telehealth readiness. To address this need, the Maryland Health Care Commission (MHCC) collaborated with RTI International to develop the Telehealth Readiness Assessment (TRA) tool.' Below this paragraph is another paragraph: 'In February, 2018, the TRA tool development project was initiated. TRA tool content is founded in literature and a comprehensive environmental scan of existing resources and information. The literature review and environmental scan identified more than 150 references including guidelines, best practices, and other information applicable to telehealth implementation in small physician practices. TRA tool content was also reviewed and field tested with key stakeholder groups, including the Maryland Telehealth Alliance and Maryland Medicaid, and 20 small physician practices in Maryland, including those that had and those that had not implemented telehealth. Field testing consisted of cognitive interviews to ensure that the TRA tool content is understandable, engaging, relevant, and appropriate for the intended audience.'

Begin the practice self-assessment questionnaire

- Get started by selecting one of the five key telehealth readiness concepts; these can be completed in any order

The screenshot shows the user interface of the telehealth readiness assessment tool. At the top, there is a dark blue navigation bar with the MHC logo and the text 'MARYLAND HEALTH CARE COMMISSION' on the left, and five menu items: 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. The main content area has a white background with the heading 'Is your practice ready to offer telehealth services?'. Below the heading, there is a paragraph explaining that the tool is intended to be completed in around 20 minutes by the lead physician or office manager in collaboration with other stakeholders. Another paragraph instructs the user to select one of the 5 key concepts of telehealth to get started, noting that the concepts can be completed in any order. A large green arrow points from the left towards the first concept box. The first concept box is titled '1. Core Readiness' and contains a thumbs-up icon and the questions 'Does telehealth fit your practice?' and 'How does leadership feel about it?'. The second concept box is titled '2. Financial Considerations' and contains a dollar sign icon and the questions 'Can you afford telehealth?' and 'Can you afford not to offer it?'. At the bottom center, there is a small blue downward-pointing chevron icon.

Complete the self-assessment questionnaire

- Begin by clicking on “Answer Questions” in any of the key component areas

The screenshot shows the Maryland Health Care Commission (MHCC) website interface. At the top, there is a navigation bar with the MHCC logo and the text "MARYLAND HEALTH CARE COMMISSION". To the right of the logo are four navigation links: "Concept Menu", "My Results", "Telehealth Resources", and "Paper Tool".

The main content area is titled "Key Components of Operations". Below this title is a paragraph: "Each telehealth concept is made up of one or more key components. Supporting guidance documents are provided with each key component to provide additional information that can help you improve your practice's telehealth readiness in a particular area."

On the left side, there is a vertical list of three key components, each with an icon and a label:

- 1. Core Readiness (thumbs up icon)
- 2. Financial Considerations (dollar sign icon)
- 3. Operations (gears icon)

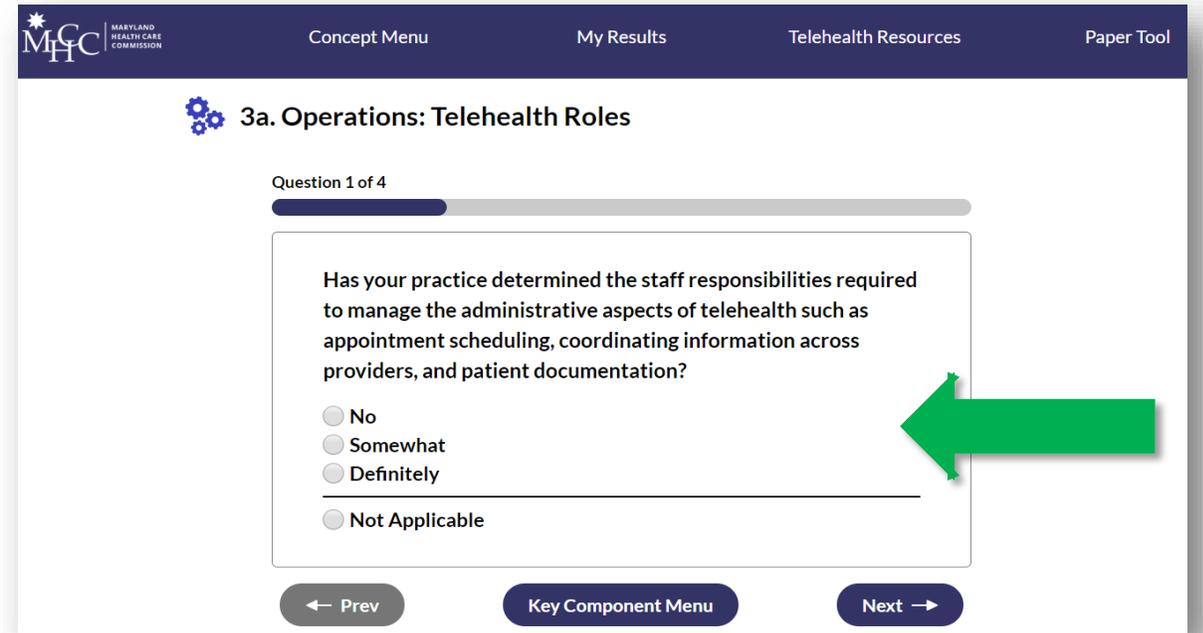
The "3. Operations" component is highlighted with a blue bar at the top of its section. A large green arrow points from the "3. Operations" icon on the left towards the "3a. Telehealth Roles" section.

The "3. Operations" section contains two sub-sections:

- 3a. Telehealth Roles**: "0 out of 4 questions answered". Below the title is the text "Answer questions for this key component to see your result." To the right are two buttons: "Answer Questions" and "View Guidance".
- 3b. Scheduling and Workflow**: "0 out of 5 questions answered". Below the title is the text "Answer questions for this key component to see your result." To the right are two buttons: "Answer Questions" and "View Guidance".

Self-Assessment Questionnaire

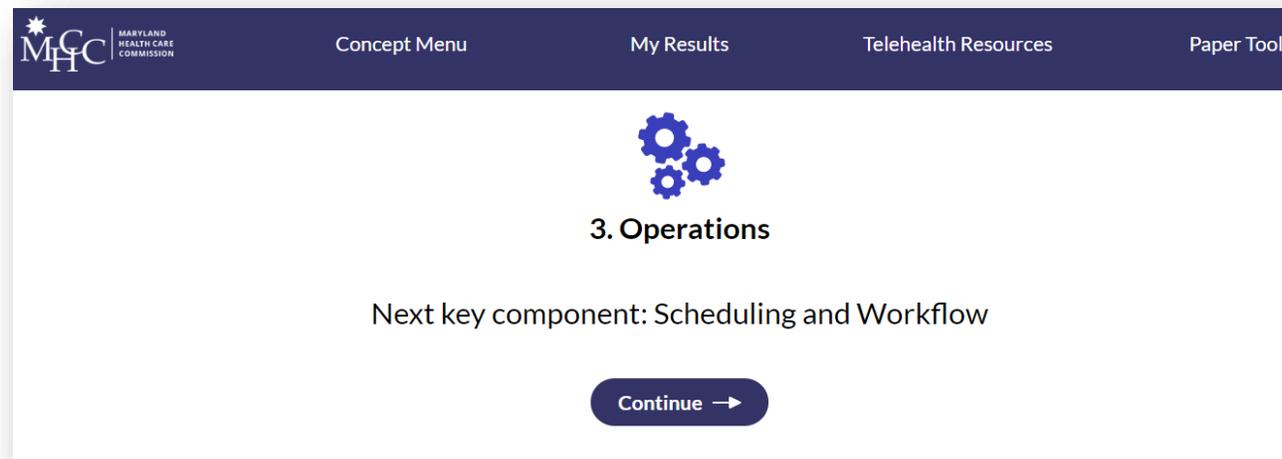
- As you progress through the questionnaire, select the option that most accurately reflects the actions you or your practice have taken or considered in preparation for telehealth implementation
- You can return to the key component menu at any time by clicking the “**Key Component Menu**” at the bottom of the questionnaire screen



The screenshot displays the interface for the '3a. Operations: Telehealth Roles' section of the questionnaire. At the top, there is a dark blue navigation bar with the MHC logo and links for 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. Below this, the section title '3a. Operations: Telehealth Roles' is followed by 'Question 1 of 4'. A progress bar indicates the current question. The question text asks: 'Has your practice determined the staff responsibilities required to manage the administrative aspects of telehealth such as appointment scheduling, coordinating information across providers, and patient documentation?'. There are four radio button options: 'No', 'Somewhat', 'Definitely', and 'Not Applicable'. A green arrow points to the 'Definitely' option. At the bottom of the question area, there are three buttons: '← Prev', 'Key Component Menu', and 'Next →'. A large green arrow points upwards to the 'Key Component Menu' button.

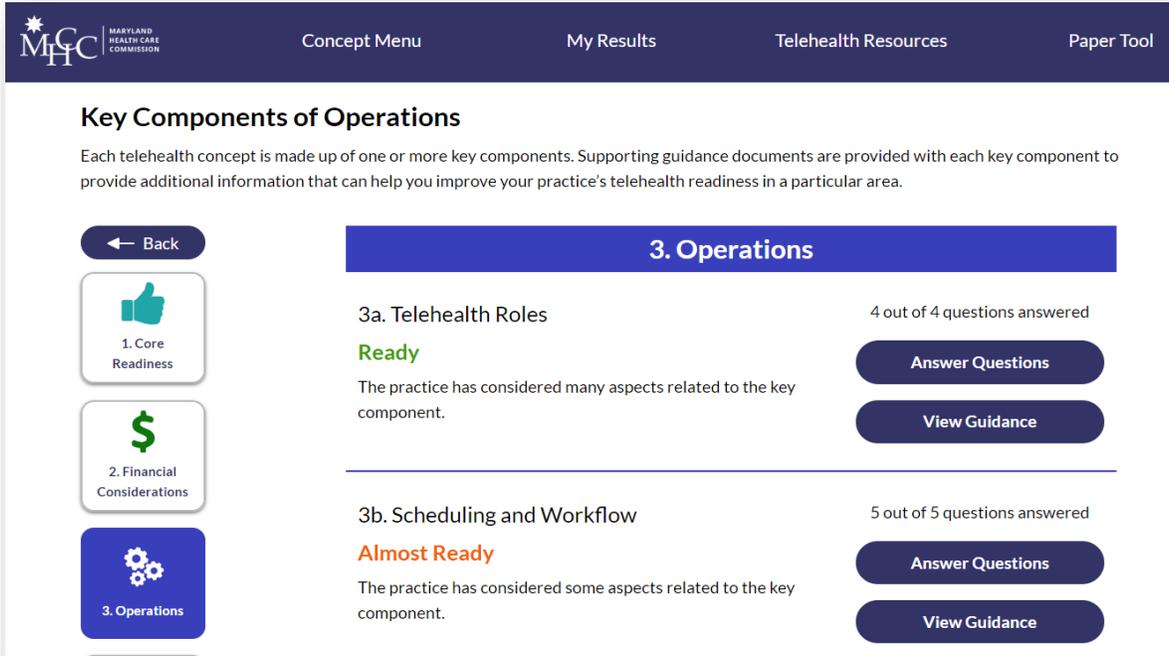
Self-Assessment Questionnaire *(Continued...)*

- Upon completion, you will be directed to proceed to the next series of questions



Self-Assessment Questionnaire *(Continued...)*

- Navigate to any concept in the tool by clicking Concept Menu at the top or using the buttons to the left of the Key Components menu



The screenshot displays the 'Key Components of Operations' section of the Self-Assessment Questionnaire. The interface includes a navigation menu at the top with options: 'Concept Menu', 'My Results', 'Telehealth Resources', and 'Paper Tool'. A green arrow points to the 'Concept Menu' option. Below the navigation menu, the 'Key Components of Operations' section is shown, with a green arrow pointing to the '3. Operations' button in the left-hand menu. The main content area displays the results for '3. Operations', which is highlighted in a blue header. The results are organized into two sub-sections: '3a. Telehealth Roles' and '3b. Scheduling and Workflow'. Each sub-section shows the number of questions answered, the readiness status, and a brief description. For '3a. Telehealth Roles', the status is 'Ready' (4 out of 4 questions answered). For '3b. Scheduling and Workflow', the status is 'Almost Ready' (5 out of 5 questions answered). Buttons for 'Answer Questions' and 'View Guidance' are provided for each sub-section.

Sub-section	Questions Answered	Readiness Status	Description	Actions
3a. Telehealth Roles	4 out of 4	Ready	The practice has considered many aspects related to the key component.	Answer Questions, View Guidance
3b. Scheduling and Workflow	5 out of 5	Almost Ready	The practice has considered some aspects related to the key component.	Answer Questions, View Guidance

View your results

- Once you've completed the questionnaire, or at any point in completing key components of the questionnaire, view your results on the My Results page
- You can also print and download a PDF of your results by clicking on "Print My Results"



The screenshot displays the 'My Results' page for the Maryland Health Care Commission. The page is divided into two main sections: '1. Core Readiness' and '2. Financial Considerations'. Each section shows a concept result, a description, and a progress bar. The 'Core Readiness' section shows a 'Ready' result with a green progress bar, while the 'Financial Considerations' section shows an 'Area for Improvement' result with a red progress bar. A 'Key Component result' section is also visible, showing '1a. Need for Telehealth - Ready' and '1b. Organizational Leadership - Ready'. The page includes navigation links for 'Answer Questions' and 'View Guidance' for each section, and buttons for 'Download All Guidance' and 'Print My Results' at the top right.

My Results
Your results will appear on this page as you complete each key component of the readiness assessment.

1. Core Readiness
Concept result: **Ready**
The practice has considered many aspects related to the concept.

2. Financial Considerations
Concept result: **Area for Improvement**
The practice is in the beginning stages and/or has not considered many of the aspects related to the concept.

Key Component result:
1a. Need for Telehealth - Ready
1b. Organizational Leadership - Ready

View supporting guidance and other telehealth resources

- To gain more knowledge about any of the key components identified as areas for improvement, or any in which you have interest, click on the “View Guidance” button from the Key Components page or the My Results page

Maryland Health Care Commission

Concept Menu My Results Telehealth Resources Paper Tool

Key Components of Core Readiness

Each telehealth concept is made up of one or more key components. Supporting guidance documents are provided with each key component to provide additional information that can help you improve your practice's telehealth readiness in a particular area.

← Back

1. Core Readiness

2. Financial Considerations

3. Operations

1. Core Readiness

1a. Need for Telehealth	6 out of 6 questions answered
Ready	Answer Questions
The practice has considered many aspects related to the key component.	View Guidance
<hr/>	
1b. Organizational Leadership Buy-In	4 out of 4 questions answered
Ready	Answer Questions
The practice has considered many aspects related to the key component.	View Guidance



Supporting Guidance

- You can also download all of the guidance documents to print or email by clicking on the “**Download All Guidance**” from the My Results page

The screenshot displays the 'My Results' page with the following content:

- Navigation:** Concept Menu, My Results, Telehealth Resources, Paper Tool.
- My Results Section:** Includes buttons for 'Download All Guidance' and 'Print My Results'.
- 1. Core Readiness:** Concept result: **Ready**. Description: 'The practice has considered many aspects related to the concept.' Progress bar is green. Key Component results: 1a. Need for Telehealth - **Ready**; 1b. Organizational Leadership Buy-In - **Ready**. Buttons: 'Answer Questions', 'View Guidance'.
- 2. Financial Considerations:** Concept result: **Area for Improvement**. Description: 'The practice is in the beginning stages and/or has not considered many of the aspects related to the concept.' Progress bar is red. Buttons: 'Answer Questions', 'View Guidance'.

Telehealth Resources

- Additional links to telehealth resources are available on the Telehealth Resources page



The screenshot shows the Maryland Health Care Commission (MHCC) website. The navigation bar includes 'Concept Menu', 'My Results', 'Telehealth Resources' (which is highlighted), and 'Paper Tool'. The main content area is titled 'Telehealth Resources' and includes a sub-header 'GENERAL RESOURCES' with a list of links. Below that is a sub-header 'PRIVACY AND SECURITY' with another list of links. A second 'PRIVACY AND SECURITY' sub-header appears at the bottom of the list.

Telehealth Resources

Please click the links below to explore more telehealth resources. Each link will open in a new tab/window.

GENERAL RESOURCES

- American Telehealth Association (ATA)
- Center for Connected Health Policy, The National Telehealth Policy Resource Center
- Center for Telehealth and e-Health Law (CTel) - Robert J Waters Center for Telehealth & e-Health Law
- Maryland Health Care Commission (MHCC) Telehealth
- Maryland Telehealth Alliance, Inc.
- Mid-Atlantic Telehealth Resource Center
- Telehealth Resource Centers

PRIVACY AND SECURITY

- MHCC Cybersecurity
- MHCC HIPAA
- U.S. Department of Health and Human Services (HHS) Health Insurance Portability and Accountability Act (HIPAA) for Professionals
- HHS - Helping Entities Implement Privacy and Security Protections
- HHS Privacy Rule Guidance Materials
- HHS Security Rule Guidance Materials:

PRIVACY AND SECURITY

- Centers for Disease Control and Prevention (CDC) - Developing an Effective Evaluation Plan
- Community Toolbox - Developing an Evaluation Plan
- Health Compass - How to Develop a Monitoring and Evaluation Plan
- Healthcare Information and Management Systems Society (HIMSS) - Using Public Health Models to Assess Health Information Technology (health IT) Implementation

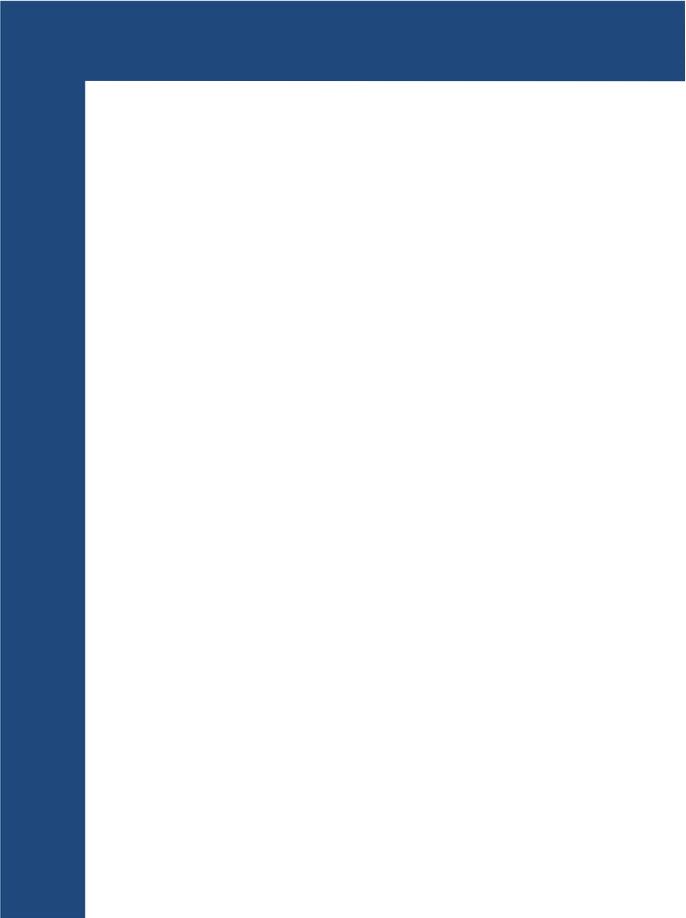
What did you think?

The MHCC appreciates your input!

After using the TRA Tool, provide feedback by answering this short survey:

<https://www.surveymonkey.com/r/TRAfeedback>





Questions?

Contact Alana Sutherland at
alana.sutherland@maryland.gov

